

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.

LISTING OF CLAIMS:

1. (Currently Amended) A method for aiding in tuning of one or more speech applications, comprising:

receiving event data associated with a plurality of user interactions with at least one speech application script played by the one or more speech applications;

storing the event data in a database;

receiving a request for information;

retrieving at least a portion of the event data from the database based on the request;

identifying potential problem areas with at least one [[of the one or more]] speech application[[s]] script, using the retrieved event data;

formulating a response to the request using the identified potential problem areas; and

presenting the response to aid in improving the performance of the at least one [[or more]] speech application[[s]] script.

2. (Currently Amended) The method of claim 1, wherein the at least one [[or more]] speech application[[s]] script [[are]] is associated with a plurality of distributed speech application systems.

3. (Currently Amended) The method of claim 1, wherein the event data includes information regarding verbal and non-verbal exchanges that occurred during users' interactions with the at least one [[or more]] speech application[[s]] script.

4. (Original) The method of claim 1, wherein the retrieving event data includes: generating a search query based on the request for information, and using the search query to identify event data in the database that is relevant to the search query.

5. (Original) The method of claim 1, wherein the formulating a response includes:
generating statistics based on the retrieved event data; and

using the statistics as the response to the request.

6. (Original) The method of claim 1, wherein the formulating a response includes:
organizing the retrieved event data to a form that satisfies the request; and
using the organized event data as the response to the request.

7. (Currently Amended) A system for aiding in tuning of one or more speech applications, comprising:

means for obtaining event data associated with a plurality of user interactions with at least one speech application script played by a plurality of distributed speech application systems;

means for storing the event data;

means for periodically analyzing the event data to identify potential problem areas with at least one [[of the one or more]] speech application[[s]] script; and

means for providing results of the periodic analyzing to aid in improving the performance of the at least one [[or more of the]] speech application script [[systems]].

8. (Currently Amended) A voice stream analyzer connected to receive event data associated with a plurality of user interactions with a plurality of speech application[[s]] scripts played by [[from]] a plurality of distributed speech application systems, the voice stream analyzer comprising:

a database configured to store the event data received from the distributed speech application systems; and

an analysis engine configured to:

receive a request for information,

retrieve at least a portion of the event data from the database based on the request,

identify potential problem areas with at least one [[of the distributed]] speech application script [[systems]], using the retrieved event data;

formulate a response to the request using the identified potential problem areas; and

provide the response to aid in improving performance of at least one [[or more of the]] speech application[[s]] script.

9. (Currently Amended) The voice stream analyzer of claim 8, wherein the event data includes information regarding verbal and non-verbal exchanges that occurred during users' interactions with the at least one speech application[[s]] script.

10. (Original) The voice stream analyzer of claim 8, wherein when retrieving the portion of the event data, the analysis engine is configured to:

generate a search query based on the request for information, and
use the search query to identify event data in the database that is relevant to the search query.

11. (Original) The voice stream analyzer of claim 8, wherein when formulating a response, the analysis engine is configured to:

generate statistics based on the retrieved event data, and
use the statistics as the response to the request.

12. (Original) The voice stream analyzer of claim 8, wherein when formulating a response, the analysis engine is configured to:

organize the retrieved event data to a form that satisfies the request, and
use the organized event data as the response to the request.

13. (Original) The voice stream analyzer of claim 8, further comprising:
a presentation engine configured to display the response on a graphical user interface.

14. (Original) The voice stream analyzer of claim 13, wherein when providing the response, the analysis engine is configured to provide the response to the presentation engine.

15. (Currently Amended) A network for facilitating tuning of speech application[[s]] scripts, comprising:

a plurality of distributed speech application systems; and

a voice stream analyzer connected to the speech application systems and configured to:

obtain event data associated with a plurality of user interactions with at least one speech application script played by the speech application systems,

store the event data,

receive a request for information,

retrieve stored event data that is relevant to the request,

identify potential problem areas with at least one [[of the one or more]] speech application script played by the speech application systems, using the retrieved event data;

generate a response to the request using the identified potential problem areas, and

provide the response to aid in improving the performance of the at least one [[or more of the]] speech application script [[systems]].

16. (Currently Amended) A method for aiding in tuning of one or more speech applications, comprising:

receiving event data associated with a plurality of user interactions with at least one speech application script played by one or more speech applications;

storing the event data in a database;

periodically analyzing the event data to identify potential problem areas with at least one [[of the one or more]] speech application[[s]] script;

generating results of the periodic analyzing; and

presenting the results to aid in improving the performance of the at least one [[or more]] speech application[[s]] script.

17. (Currently Amended) A voice stream analyzer connected to receive event data associated with a plurality of user interactions with at least one speech application script played by a plurality of speech applications from a plurality of distributed speech application systems, the voice stream analyzer comprising:

a database configured to store the event data received from the distributed speech application systems; and

an analysis engine configured to:

periodically analyze the event data in the database to identify potential problem areas with at least one [[of the one or more]] speech application[[s]] script associated with the user interactions, and

provide results of the periodic analysis to aid in improving performance of [[one or more of]] the at least one speech application[[s]] script.

18. (Previously Presented) The method of claim 1, wherein the event data includes at least one of recognizer events, platform events, dialog module events, or application events.

19. (Previously Presented) The method of claim 1, wherein the potential problem areas include where users often asked for a human agent, where users typically disconnected the call, or where time-outs often occurred.

20. (Previously Presented) The voice stream analyzer of claim 8, wherein the event data includes at least one of recognizer events, platform events, dialog module events, or application events.

21. (Previously Presented) The voice stream analyzer of claim 8, wherein the potential problem areas include where users often asked for a human agent, where users typically disconnected the call, or where time-outs often occurred.

22. (New) The method of claim 1, wherein the speech application script comprises a series of questions and prompts provided in response to user interactions with the one or more speech applications.

23. (New) The method of claim 22, wherein the receiving event data associated with a plurality of user interactions includes:

playing a series of questions and prompts from the at least one speech application script that elicit information and guide in finding information of interest; and

receiving user interactions from the series of questions and prompts including verbal and non-verbal exchanges.